



Complaint Handling and Dispute Resolution Code of Practice

Our Commitment to You

Revision 10

Updated March 2024

This Code of Practice is published by GTC on behalf of our two licensed energy network businesses, GTC Pipelines (an Independent Gas Transporter) and the Electricity Network Company (an Independent Distribution Network Operator).

Providing our customers with the best service possible is very important to us, therefore, if you are not happy, we want to know about it.

How to register a complaint

You can register your complaint in any of the following ways:

By telephone:

Customer Engagement Team

01359 302640

08:30 – 17:00

In writing:

Customer Engagement Team

GTC Infrastructure Limited

Synergy House

Woolpit Business Park

Woolpit

Bury St Edmunds

Suffolk

IP30 9UP

By Email:

Customerservices@gtc-uk.co.uk

How we handle your complaint

GTC take all complaints seriously and we will ensure that it is dealt with in a just and efficient manner. We will send you an acknowledgment of your complaint within 24 hours of receiving it.

If it is not possible to fully action your complaint immediately, we will aim to provide you with an initial response within 5 working days and a further substantive response within 10 working days of your complaint being logged with us.

Where your complaint requires a visit to premises or enquiries of persons who are not GTC employees, an initial response will be provided to you within 10 working days explaining why a substantive response cannot be given immediately. This response will include the name, telephone number and address of an employee who you can contact about your complaint. A further substantive response will be sent to you within 20 working days.

Resolution of your complaint

Step 1

Our **Customer Engagement Team** will log your complaint as soon as it is received and remain in contact with you until resolution, working as quickly as possible and within the timescales as above. They will contact all the relevant people in relation to your complaint in order to satisfactorily resolve it for you and write to you with the resolution.

Step 2

If you remain unhappy following step 1 and you feel that our Customer Engagement Team are unable to assist you further, you can ask for our **Customer Engagement Manger** to contact you.

Step 3

If step 2 does not provide you with a satisfactory conclusion, you can ask for the **Head of Group Customer Experience Manager** to contact you.

Step 4

If you have escalated your complaint using steps 1 - 3 and you remain dissatisfied with our response, or a period of eight weeks has passed, though we would hope you would allow our complaints procedure to run its full course, you can refer the matter to the Energy Ombudsman. This is a free and independent service and GTC is a member of this scheme. The Ombudsman may require us to take practical action that may benefit you, offer an apology or explanation or make a financial award, or any combination of these actions; their decision is binding upon us but not on you as the customer.

(Details as supplied by Energy Ombudsman)

Ombudsman Services: Energy: PO Box 966, Warrington, WA4 9DF

Email: energytk@ombudsman-services.org

<http://www.ombudsman-services.org/energy.html>

Telephone: **0330 4401624**

Independent Advice

If you require independent advice, the following consumer bodies are available to you:

The Citizens Advice Bureau

This is a consumer service that provides free confidential and impartial advice on consumer issues.

Telephone: **03454 04 05 06**

Email: www.adviceguide.org.uk

Age UK

Telephone: **0800 169 6565**

Email: www.ageuk.org.uk